

Minor amendments.

What we'll change for free, what we charge for, and exactly what it costs. No small print, no surprise invoices.

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Why this exists.

Once your website is live, things change. Prices go up, staff move on, opening hours shift for the bank holiday. Small changes like these are part of looking after a site, and most of them we'll simply do. No charge, no fuss.

Now and again a request that sounds small turns out to be a couple of hours' work. This document sets out where that line sits, so nobody is guessing and nothing lands on an invoice unexpectedly.

What counts as a minor amendment.

A minor amendment is a small change to content that **already exists** on your website, where:

- you supply the new wording, file or image in its final form;
- the change doesn't affect the design, layout or how the site works;
- it can be done quickly, without new copywriting, design or code.

The short version: we'll happily change what's already there. Adding something new is a job.

If a request falls outside this, we'll tell you before we start, along with what it will cost. You'll never be invoiced for something you didn't agree to.

Included at no charge.

TYPICALLY TEN MINUTES OR LESS

- Phone number, email address or postal address
- Opening hours, including seasonal changes
- Spelling and grammar corrections
- Adjusting a single sentence
- A social media or external link
- A single menu item or one price
- Correcting an existing staff member's name or job title
- Removing a staff member, where the layout still works afterwards
- Swapping a downloadable file such as a PDF, supplied ready to upload
- Replacing one image, supplied at the right size and ready to use
- A button label, accreditation, company number or service area
- Removing one outdated sentence, item or notice

Charged as normal work.

NEW CONTENT, DESIGN OR ANYTHING THAT NEEDS REAL TIME

- New pages or sections
- Design or layout changes
- Writing or rewriting copy
- Adding a new staff member, including photo, biography or profile
- Adding new services, products or portfolio items
- Full or substantial menu replacements
- New buttons, banners, pop-ups or promotional sections
- Image editing, resizing, cropping, retouching or sourcing
- Gallery updates involving several images
- Changes to forms, booking systems or payments
- New integrations or third-party tools
- SEO work, keyword changes or metadata rewrites
- Anything needing coding or mobile layout work
- Bulk changes across several pages
- Content that needs retyping, transcribing or extracting first
- Anything needing significant testing or troubleshooting

Several small changes sent together may be treated as chargeable work where the combined time goes beyond a minor amendment. Twelve quick tweaks in one message is still an afternoon.

What it costs.

WORK	PRICE
Included minor amendments As listed above	No charge
Up to 30 minutes	£40 + VAT
Up to 1 hour	£65 + VAT
Up to 2 hours	£120 + VAT
Anything larger Including new pages and design work	Quoted first

Time is charged in 30-minute blocks, rounded up. Larger work is always quoted as a fixed price before anything begins, so you say yes before we start.

Worth knowing: a whole new page is £150 + VAT. If changes to one page start running into hours, it is often better value to have that page rebuilt properly than to keep paying for patches. We'll tell you when that's the case.

How to send a request.

- 1 Email us.** Not a text, a WhatsApp voice note or a Facebook message. Those get lost, and there's no record of what was agreed. The address is at the bottom of this page.
- 2 Send the final content, exactly as it should appear.** We won't retype it from a photograph or a voice note, and we won't write it for you. Images need to be the right size and ready to use.
- 3 One round of changes is included.** If you see it live and change your mind, that's a new request.

Turnaround: included minor amendments are handled within five working days, usually in a weekly batch. If you need something the same day or the next day, say so and we'll price it. Urgent work jumps the queue, and that's what you're paying for.

If something's broken, that's on us.

A form that won't send, a dead link, something displaying wrong on a phone: if part of your website doesn't work the way it should, that's a fault, not an amendment.

We fix faults free of charge, however long it has been since your site went live. It doesn't count against anything and it doesn't go on an invoice. Just tell us and we'll sort it.

Fair use.

Included minor amendments are provided on a fair use basis. Where requests become frequent or substantial, we'll have a conversation about moving them onto chargeable work or a support arrangement that suits you better. We won't simply start invoicing without saying so first.



Any questions, just ask.

This policy is here to keep things straightforward, not to catch anybody out. If you're not sure whether something counts as a minor amendment, send it over and we'll tell you straight, before any work starts and before any invoice is raised.

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